

DURABLE MEDICAL EQUIPMENT (DME) PERFORMANCE WORK STATEMENT (PWS)
DRAFT: October 4, 2016

A. SCOPE:

The VA Sierra Pacific Network (VISN 21) desires to enter into a blanket purchase agreement (BPA) with **Joint Commission (JC) Certified Contractors** or equivalent to provide storage, delivery, set-up, repair, instruction-in-use, and/or pick-up of Government purchased items, in accordance with all terms, conditions, provisions, specifications and schedules herein. Deliveries and/or pick-ups shall be made at such times and in such quantities as specified by the VA Medical Center Contracting Officer (CO), and/or the Purchasing Agent. Contractors must meet Joint Commission Standards or equivalent for services provided under this contract. Joint Commission standards can be found at <http://www.jointcommission.org/>

If contractor is surveyed during the contract term by any accreditation body they shall notify the COR or designee in writing of survey dates and outcomes. If any accreditation is revoked or local, state, or federal citations received during the performance period covered by the contract the contractor shall notify the COR or designee.

For the purpose of this BPA, the normal delivery or service zone is considered to be a 50 -mile round trip from the nearest VA designated zone location.

Contractors desiring to submit an offer on this BPA must offer services for each zone within a major site, but the Government reserves the right to award by zone if it feels it is in the best interest of the Veterans and Government.

Major sites with affiliated zones are:

Palo Alto Health Care System Zones

- Palo Alto VA Medical Center, 3801 Miranda Avenue, Palo Alto, CA 94304
- Menlo Park Clinic, 795 Willow Road, CA 94025
- Capitola Clinic, 1350 41st Avenue, Suite 102, Capitola, CA 95010
- Fremont Clinic, 39199 Liberty Street, Fremont, CA 94538
- Modesto Clinic, 1225 Oakdale Road, Modesto, CA 95335
- Monterey Clinic, 3401 Engineer Lane, Seaside, CA 93955
- San Jose Clinic, 80 Great Oaks Boulevard, San Jose, CA 95119
- Sonora Clinic, 13663 Mono Way, Sonora, CA 95370
- Stockton Clinic, 7777 South Freedom Road, French Camp, CA 95231
- Livermore Division, 4951 Arroyo Road, Livermore, CA 94550

San Francisco VA Health Care System Zones

- San Francisco VA Medical Center, 4150 Clement Street, San Francisco, CA 94121
- San Bruno VA Outpatient Clinic, 1001 Sneath Lane, Suite 300, San Bruno, CA 94066
- San Francisco VA Downtown Clinic, 401 3rd Street, San Francisco, CA 94107
- Santa Rosa VA Outpatient Clinic, 3841 Brickway Blvd., Santa Rosa, CA 95403
- Clearlake VA Outpatient Clinic, 15145 Lakeshore Drive, Clearlake, CA 95422
- Ukiah VA Outpatient Clinic, 630 Kings Court, Ukiah, CA 95482
- Eureka VA Outpatient Clinic, 930 W. Harris, Eureka, CA 95503

Northern California Health Care System

Sacramento Valley Division Zones

- Sacramento VA Medical Center, 10535 Hospital Way, Mather, CA. 95655
- McClellan VA Outpatient Clinic, 5342 Dudley BLVD., McClellan Park, CA. 95652
- Chico VA Outpatient Clinic, 280 Cohasset Road, Chico, CA. 95926
- Redding VA Outpatient Clinic, 351 Hartnell Avenue, Redding, CA. 96002
- Yreka Rural Health Clinic, 101 E. Oberlin Road, Yreka, CA 96097
- Yuba City VA Outpatient Clinic, 425 Plumas Street, Yuba City, CA 95991

East Bay Division Zones

- Martinez VA Outpatient Clinic, 150 Muir Road, Martinez, CA. 94553
- Oakland / Alameda VA Outpatient Clinic, 2221 MLK Jr. Way, Oakland, CA 94612
- Mare Island Outpatient Clinic, 201 Walnut Ave., BLDG.201, Mare Island, CA 94592
- Fairfield VA Outpatient Clinic, 103 Bodin Circle, Travis AFB., CA 94535
- David Grant Medical Center, Travis AFB, 101 Bodin Circle, Travis AFB., CA 94535

Central California Health Care System Zones

- Fresno VA Medical Center, 2615 E. Clinton Avenue, Fresno, CA 93703

VA Sierra Nevada Health Care System Zones

- Ioannis A. Lougaris VA Medical Center, 975 Kirman Avenue, Reno, NV 89502
- Lahontan Valley Outpatient Clinic, 345 West A Street, Fallon, NV 89406
- Carson Valley Outpatient Clinic, 1330 Waterloo Lane, Suite 101, Garnerville, NV 89410
- Sierra Foothills Outpatient Clinic, 11985 Heritage Oak Place, Auburn, CA 95603
- Diamond View Outpatient Clinic, 110 Bella Way, Susanville, CA 96130

VA Southern Nevada Healthcare System Zones

- North Las Vegas VA Medical Center, 6900 North Pecos Road, North Las Vegas, NV 89086
- Laughlin Rural Outreach Clinic, 3650 South Point Crcl, Bldg.D, 2nd Flr., Ste. 200, Laughlin, NV 89029
- Northeast Primary Care Clinic, 4461 E Charleston Blvd., Las Vegas, NV 89104
- Northwest Primary Care Clinic, 3968 N Rancho Dr., Las Vegas, NV 89130
- Pahrump Community Based Outpatient Clinic, 2100 E. Calvada Blvd., Pahrump, NV 89048
- Southeast Primary Care Clinic, 1020 S. Boulder, Henderson, NV 89015
- Southwest Primary Care Clinic, 7235 South Buffalo Dr., Las Vegas, NV 89113

The Contractor must have pick-up, delivery, and repair capabilities to perform work outlined in this BPA within the geographic area of any major site or zone the contractor shall quote on. For example, if quoting on the Eureka CBOC zone, the Contractor must have pick-up, delivery, and repair capabilities to perform the work in the Eureka CBOC zone.

NOTE: New clinics associated with major sites may be added during the life of this contract.

B. RESPONSIBILITIES:

Prosthetics and Sensory Aids Service Responsibilities:

The Prosthetics and Sensory Aids Service (PSAS) representative, Purchasing Agent, and/or Contracting Officer shall submit an order and/or call to the Contractor, providing the best possible description of the service to be provided including at a minimum, make/model, serial number (if available) as well as the problem requiring repair when applicable. Items requiring set-up in the Veteran's home shall be ordered by Prosthetics and shipped directly to the Contractor's facility or Veteran's home when possible.

Contractor Responsibilities:

1. Hours of Operation

The contractor shall maintain business hours of operation at the facility between 8:00 a.m. and 5:00 p.m., local time, Monday through Friday, excluding Federal holidays.

The contractor shall have a well-established communication system providing 24-hour a day emergency services. The contractor shall provide emergency repair or delivery services within 4-hours of notification , or if there is a safety issue that requires resolution prior to the next business day.

If an answering service is used to take emergency calls after hours, the answering service shall inform the patient that the contractor shall call the patient within 1-hour. The contractor shall respond to the patient by telephone within 1-hour of the initial patient call.

2. Delivery/Set-up, Pick-up & Repair Orders

All delivery/set-ups, pick-ups & repairs are to be accomplished by the nearest contractor location to the Veterans residence. All mileage calculations will be from the VA facility in which the zone the patient lives.

The Contractor shall pick-up all equipment delivered to the VA Medical Center warehouse when notified by the COR.

The Contractor shall contact the Veteran to arrange an appointment for services the same day for emergency and within one business day for routine requests. If the request is to be completed at the residence of the veteran, the Contractor shall provide the Veteran a minimum of a 4-hour window of time when the Contractor will arrive at the residence.

Upon receipt of items of dropped shipped or VA stocked items , the Contractor shall complete the delivery/set-up, pick-up or repairs as follows:

Emergency orders: Within 4-hours of receipt of order or required VA ordered equipment.

Routine: Within 2-business days of receipt of order or receipt of required VA ordered equipment.

In the event the Contractor is unable to complete the request they shall inform the COR, purchasing official, and/or Contracting Officer via e-mail that day. In the event the COR, Purchasing Agent, Contracting Officer, and/or Contractor's email is unavailable, notification shall be made by telephone to the COR, Purchasing Agent, and/or Contracting Officer the next official business day.

For invoice and payment purposes, in the event a requested emergency order is not completed within the 4-hours of request received the orders shall be treated as routine if completed within 2-business days

The Contractor shall provide education, training, and instructions to each Veteran at the time of set-up or repair. This information is to be presented verbally, in demonstration and in addition, the material covered shall be left with the beneficiary/caregiver in written english format. In the event english is not easily understood the COR shall be notified to facilitate hospital translator services. The contractor shall provide written and oral instruction to the beneficiary at a clearly understandable level of reading and in an easily read font (acceptable to the VA). The Contractor shall provide to the COR, Purchasing Agent, and Contracting Officer an electronic copy of the educational packet to be utilized with Veterans before starting services under this contract. These documents shall be approved by the COR, Purchasing Agent, and Contracting Officer before starting services under this contract. The contractor

shall also provide to the COR, Purchasing Agent, and/or Contracting Officer an electronic copy of any proposed revisions, additions, or deletions to the educational packet during the course of the contract for review and concurrence.

For all set-ups and repairs, the Contractor shall provide the Veteran and review elements of the DME Delivery Checklist (Attachment #1), Patients' Rights Responsibilities Document (Attachment #2), and Patient Satisfaction Survey (Attachment #3). The Contractor is responsible for maintaining a copy of all documentation in the Veterans file. All or any part of the delivery documentation may be requested by the COR, Purchasing Agent, and/or Contracting Officer upon request or routinely for all Veterans.

The contractor shall provide an Equipment User Guide for the specific equipment issued. This shall include basic operation instructions such as connection, removal, emergency procedures, care and maintenance, equipment specific safety precautions, and the contractor and VA telephone number that should be used for equipment service and/or repairs.

Emergency instructions for manual operation of hospital beds shall be laminated on a card and affixed directly to the hospital beds.

In addition to all required education and training, the contractor shall provide the Veteran with a local or toll-free telephone number printed on labels (acceptable to VA) that the contractor shall affix directly to the equipment and equipment user guide document.

If authorized repairs cannot be completed at the Veteran's residence, the Contractor may take the equipment to their facility, make the repairs and return item to Veteran's residence as soon as possible. If possible, loaner equipment equal to the device in repair will be provided to the Veteran.

In addition, the Contractor shall inform PSAS within one business day if the Veteran no longer lives at the address on file, provided to the contractor by PSAS.

3. Environmental Assessment

When equipment is delivered to a Veteran's home, the contractor shall review on-site environmental conditions including but not limited to electrical connections if powered equipment is delivered and observation of any fire/safety hazards. This includes addressing basic home safety, safe and appropriate use of equipment, handling, cleaning, storage, universal precautions, ensuring environment permits safe operation of equipment, noting observable fire or safety hazards, and providing appropriate patient education related to fire/safety hazards. If environmental or safety issues prevent safe operation of existing equipment/new equipment, the Contractor shall not leave the equipment, and shall notify PSAS within one business day of occurrence.

VA shall work with the patient to abate the condition preventing safe operation and use of the equipment. Contractor staff shall note on delivery receipt any deficiencies noted.

4. Incomplete Work

In the event that there are unforeseen conditions (i.e. Veteran passes away or moves) after the Contractor has begun authorized work on behalf of the beneficiary, the Contractor shall immediately inform PSAS prior to completion of the work. PSAS will determine if work shall be completed, discontinued, or changed at that time, and disposition of equipment and parts shall be determined by PSAS.

If the Contractor is instructed not to complete the work by PSAS, the Contractor shall be reimbursed for the portion of the job that has been completed. The Contractor shall be required to certify to these circumstances for invoicing purposes in lieu of written proof of delivery.

5. Repair Estimates

During Duty Hours, the Contractor agrees to submit an electronic estimate to the Purchasing Agent and/or Contracting Officer. Verbal estimates may be accepted if the contractor is out in the field and is unable to provide an electronic estimate. The verbal estimate shall be followed with an electronic estimate within one business day.

Contractor shall attempt to resolve problem in first service call. It is expected that needed supplies for routine repairs shall be taken along to the Veteran's home so that simple repairs can be accomplished in one (1) visit.

If work cannot be completed in the initial service call, Contractor shall send via e-mail to PSAS representative an estimate broken down to include list of required parts showing manufacturer, stock/part number and cost for each item and the delivery charge as well as length of time required for repair. In the event the Purchasing Agent, Contracting Officer, and/or Contractor's email is not functioning, notification shall be made by telephone to the Purchasing Agent, Contracting Officer, and/or overnight mail within one calendar day of the occurrence.

For all repairs except emergencies required during non-administrative hours, the contractor shall receive an order, call or verbal authorization from purchasing official prior to performing any work.

The VA reserves the right to compete all repairs over the micro-purchase threshold of \$2500.00 for services. The VA also reserves the right to purchase required parts and have them delivered to the Contractor. In this event, Contractor is authorized to provide parts for repair, the contractor agrees to provide parts at cost +15% markup.

6. Emergency / Non-Duty Hours

On occasion, there may be a need for emergency services during non-duty hours. Emergency services may be requested by an authorized VA official for delivery and set-up of VA stock equipment. An example would be a hospital bed delivery for a patient being discharged during non-duty hours.

Emergency repairs during non-duty hours shall be limited to equipment or repairs previously provided or issued by VA, AND instances where there is a clear indication of a safety issue for the Veteran that needs to be addressed before the next business day. In the event an emergency repair is required, Contractor has authorization for such repair, not exceed \$500 per occurrence. Repairs above the pre-authorized amount, must have authorization of the Purchasing Agent and/or Contracting Officer. Repairs shall not be authorized for convenience or situations where there was no safety issue necessitating an immediate repair.

The contractor shall submit a proper invoice along with the circumstances of the emergency repair/service to the COR, Purchasing agent, and/or Contracting Officer on the first business day following the emergency repair/service.

7. Notification of Delays

The Contractor shall notify the COR, Purchasing Agent, and/or Contracting Officer via e-mail and show cause in the event they are unable to deliver the required services in accordance with the Government's required delivery date. In the event the COR, Purchasing Agent, Contracting Officer and/or

Contractor's e-mail is not functioning, notification shall be made by telephone to the COR, Purchasing Agent, Contracting Officer, and/or overnight mail within one calendar day of the occurrence.

8. Delivery Zones

VA service zones include the VA Medical Centers, Clinics and surrounding areas they service listed in the scope of this contract. The Contractor must have pick-up, delivery, and repair capabilities to perform work outlined in this contract and submitted in the offer.

9. Storage

Contractor to provide a secure, contained area, with adequate space, for the storage of Government-owned supplies and equipment covered under this contract. The space shall be adequate for the storage of Government-owned equipment in an efficient and orderly manner to avoid damage to the equipment. Storage area must conform to all applicable State, local and National Fire Protection Association (NFPA) Codes. The storage area shall be climate controlled throughout the year relevant to proper temperature and humidity for the equipment being stored.

Contractor shall provide adequate storage for VA and beneficiary items at contractor facility at no additional charge to the VA. These costs should be taken into account when submitting bid for services covered within this contract.

The storage requirements may vary for each delivery zone and may be adjusted by major site Purchasing Agent and/or Contracting Officer as needed throughout the life of this contract in order to meet the needs of the government. Below is an estimated amount of storage space required by each major site, then broken down by delivery zone:

Palo Alto Health Care System Zones (20,000 sq. ft.)

Palo Alto VA Medical Center	2000 sq. ft.
Menlo Park Clinic	2000 sq. ft.
Capitola Clinic	2000 sq. ft.
Fremont Clinic	2000 sq. ft.
Modesto Clinic	2000 sq. ft.
Monterey Clinic	2000 sq. ft.
San Jose Clinic	2000 sq. ft.
Sonora Clinic	2000 sq. ft.
Stockton Clinic	2000 sq. ft.
Livermore Division	2000 sq. ft.

San Francisco VA Health Care System Zones (2,850 sq. ft.)

San Francisco VA Medical Center	1500 sq. ft.
Santa Rosa CBOC	300 sq. ft.
Clearlake CBOC	150 sq. ft.
Ukiah CBOC	150 sq. ft.
Eureka CBOC	750 sq. ft.

Northern California Health Care System

Sacramento Valley Division Zones (1,500 sq. ft.)

Sacramento VA Medical Center
McClellan VA Outpatient Clinic
Chico VA Outpatient Clinic
Redding VA Outpatient Clinic

Yreka Rural Health Clinic
Yuba City VA Outpatient Clinic

East Bay Division Zones (700 sq. ft.)

Martinez VA Outpatient Clinic
Oakland / Alameda VA Outpatient Clinic
Mare Island Outpatient Clinic
Fairfield VA Outpatient Clinic
David Grant Medical Center, Travis AFB

Central California Health Care System Zones (1,500 sq. ft.)

Fresno VA Medical Center 1500 sq. ft.

VA Sierra Nevada Health Care System Zones (1,500 sq. ft.)

Ioannis A. Lougaris VA Medical Center 900 sq. ft.
Lahontan Valley Outpatient Clinic 150 sq. ft.
Carson Valley Outpatient Clinic 150 sq. ft.
Sierra Foothills Outpatient Clinic 150 sq. ft.
Diamond View Outpatient Clinic 150 sq. ft.

VA Southern Nevada Health Care System Zones (3,000 sq. ft.)

North Las Vegas VA Medical Center
Laughlin Rural Outpatient Clinic
Northeast Primary Care Clinic
Northwest Primary Care Clinic
Pahrump Community Based Outpatient Clinic
Southeast Primary Care Clinic
Southwest Primary Care Clinic

The contractor shall provide a clean, separate and secure storage area for all VA owned equipment and supplied apart from all other contractor-owned equipment and supplies. The contractor shall store all VA owned items in an orderly arrangement, to allow for ready access to any item. The contractor shall insure that Clean and Dirty areas are kept separate, and shall divide VA storage space into three (3) areas with the following designations:

1. Pending Assessment
2. Pending Repair
3. Ready for Issue

10. Inventory

Upon commencement and completion of this contract, Contractor and COR shall jointly inventory all Government-owned equipment. Commencement inventory shall take place at the prior contractor's location for each zone or facility and an inventory document (list) shall be signed by all parties. This inventory shall include item description, model/stock number, serial number, quantity, and condition. Condition shall be considered: New, Good, Fair, and Poor. It is then the responsibility of the new contractor to pick up all Government owned equipment and supplies from the old contractor. the cost for this transition shall not be a designated separate charge; it is anticipated that the transition expenses incurred will be factored into the proposed overall bid.

The Contractor shall provide a current inventory document list of Government property in its possession by the third business day of each month to the COR, Purchasing Agent, and/or Contracting Officer. This document will contain the same information as the initial document list, and be submitted electronically

to the COR, Purchasing Agent, and/or Contracting Officer. Inclusive with this inventory, the contractor is to provide a wheelchair checklist to include the make, model, serial number, seat depth, seat width, back height and wheelchair width, in addition, whether the chair has elevating or fixed leg rests, or removable or fixed arm rests, manual and/or power chair features.

Contractor shall establish and maintain a system of control to protect and preserve all Government property. Examples of items to be stored and or repaired are listed on Attachment #7. This list is not exclusive and will change based on the need of the Government.

Orders for replenishment of stock, or items to be delivered to Veterans shall be placed throughout the year by the VA facilities. The Contractor must notify the COR, Purchasing Agent, and/or Contracting Officer within one business day of receipt of such orders, by providing the packing slips via electronic copy. If packing slip is not available, Contractor will provide the purchase order number (if available), date received, items received, and quantity. Contractor shall **NOT** accept equipment or items that are damaged, and contact the COR, Purchasing Agent, and/or Contracting Officer immediately or as soon as possible. Original copies of delivery invoice and/or packing slip must be sent to the COR, Purchasing Agent, and/or Contracting Officer.

All items that are VA property must be tagged that shall display the item description, make, model, item number and serial number of the item.

11. Site Visits / Inspections

Prior to award of BPA, the Contractor's facility shall be subject to inspection and approval by representatives of the VA.

The VA reserves the right to inspect the facilities of the Contractor at any time during the term of this contract for the purpose of monitoring Contractor performance with all contract requirements. Inspections shall be conducted by the COR, Purchasing Agent, and/or Contracting Officer, and may be scheduled in advance or unannounced. All inspections will be conducted during normal duty hours unless otherwise scheduled.

During the site visits, VA may review all information on employees providing service under this contract. All training, licensure and competency files must be maintained at each branch that the employee works at in addition to the central office for employees providing service under this contract. The contractor agrees to make available all records and documentation necessary during the monitoring visits, requested by the COR, Purchasing Agent, and/or Contracting Officer.

The Contractor will be subject to inspections by Joint Commission or an equivalent accreditation organization, as part of the hospital Joint Commission Accreditation process if Contractor is not Joint Commission Accredited. If the Contractor fails to meet the required standards the contract may be terminated. If during a visit from JC or equivalent accreditation organization, the Contractor is found to have deficiencies that impact the hospitals accreditation, the Contractor shall be afforded the same opportunity to correct the deficiency as the JC or equivalent accreditation organization, the Contractor is found to have deficiencies that impact the hospitals accreditation provides the hospital. The COR, Purchasing Agent, and/or Contracting Officer must receive immediate notification of any return visits by the JC or equivalent accreditation organization, and written documentation of all findings within thirty-six (36) hours following the visit. The aforementioned applies to any Subcontractor or branches performing work under the terms of this contract. Prime contractors are responsible for insuring that Subcontractors performing under this contract shall meet JC Accreditation standards and maintain those standards during the duration of this contract.

12. Employee Training / Licensure / Competency

Contractor is responsible to ensure staff is competent in all training, licensure, and competencies for all services under this contract, in accordance with Joint Commission Home Medical Equipment Standards or equivalent.

Contractor employees shall have manufacturer-specific training and competency certification for each brand of durable medical equipment prior to performing work on equipment. Potential offerors are required to provide to proof of competency on the following brands at minimum-Invacare, Motion Concepts, Sunrise Medical, Pride, Golden Technology, Drive Medical, and any DME brands that are placed on future National Acquisition Contracts. Additionally Rehab Engineer and Assistive Technology Society of North America (RESNA) professional certification is highly desirable.

When any services under this contract are not provided directly by an employee of the Contractor (i.e., subcontractor), the Contractor shall have a written agreement with the subcontractor defining the nature and scope of services provided. The written agreement shall stipulate that the contracted individual or organization shall adhere to organization policies, including personnel (qualifications, licenses, competencies, etc.) compliance with Joint Commission standards or equivalent, and this documentation shall be on file at the location of branch where staffs are providing services during VA site visits.

The contractor shall be responsible for the acts and omissions of his/her employees, his/her Sub-contractors or satellite offices and their employees. Sub-contractors are required to adhere to the requirements of this contract.

13. Contractor Failure To Meet Government-Required Delivery Schedule

In the event the Contractor is unable to deliver the required services in accordance with the Government's required delivery schedule, the VA reserves the right to make arrangements with an alternate vendor.

14. Direct Care

The Contractor **shall not** do hands-on care, admit or assess, or do plans of care, or discharge any VA patients.

15. Equipment Pick-Up, Returns, and Disinfecting Equipment

The Contractor shall have written policies governing equipment handling and cleaning in accordance with Joint Commission standards or equivalent. The Contractor shall inform the COR and obtain COR approval before making any changes in policies and practices governing equipment handling and cleaning.

Returned equipment that the Contractor has been authorized by PSAS to pick up shall be inspected and tested for satisfactory operation. Contractor shall notify PSAS if the equipment is serviceable and economically feasible to repair/refurbish for reissue. Any items identified by the Contractor or PSAS as unserviceable or uneconomically repairable shall be reported to the COR, Purchasing Agent, and/or Contracting Officer for specific disposal instructions.

The Contractor is required to disinfect all used durable medical equipment in storage prior to delivery, all durable medical equipment being returned to inventory after use, and pick-up from VA Beneficiaries. The Contractor is required to use a barrier in the delivery/pick-up vehicle to separate disinfected/clean items from non-disinfected/dirty items at any time when both classes of items will co-exist in the vehicle. The interior of the vehicle must be routinely disinfected after removal of any non-disinfected/dirty items.

In all cases where a bed is to be issued, a new mattress shall be provided by the VA to the Contractor. The Contractor shall dispose of any mattresses that are picked-up by the Contractor at no additional cost to the VA.

16. Solicitation

Contractor shall not solicit from beneficiaries of the VA.

17. Warranty

Contractor warrants all work performed for a period of 30 days barring equipment abuse. The Contractor will also verify with the manufacturer for warranty coverage for repairs prior to billing VA. The Contractor shall not be compensated by VA or the Veteran for any work performed under warranty.

18. Incident Reporting System

The Contractor shall maintain an Incident Reporting System for reporting and documenting all accidents and injuries and for documenting safety hazards. All incidents regarding this BPA shall be reported to the COR, Purchasing Agent, and/or Contracting Officer within 24 hours after occurrence.

19. Recalls

All product recalls including required or recommended removal, adjustments or modifications associated with equipment delivered or repaired under this contract shall be reported to the COR, Purchasing Agent, and/or Contracting Officer in writing within 24-hours after occurrence. Any items subject to a recall shall be discontinued from use until otherwise authorized by the COR, Purchasing Agent, and/or Contracting Officer. The Contractor shall provide the following information to the COR, Purchasing Agent, and/or Contracting Officer via e-mail within 24-hours after occurrence:

- (1) A complete item description, identification
- (2) Administrative identification data including contact number, order numbers, and order date
- (3) Reason for recall, removal, adjustment, or modification
- (4) Instructions and Contractor recommendations for appropriate corrective action

In the event the COR, Purchasing Agent, Contracting Officer, and/or Contractor's e-mail is not functioning, notification shall be made by telephone to the COR, Purchasing Agent, Contracting Officer and/or overnight mail within one business day of the occurrence.

20. Infection Control Requirements

Contractor must have a current infection control policy for surveillance, prevention and control of infection. The plan must meet current Joint Commission standards or equivalent. If any beneficiary is exposed to a communicable disease by contracted staff during an identified incubation period, the contractor shall report this to the COR, Purchasing Agent, and/or Contracting Officer. The communication shall include the name(s) of any Beneficiaries exposed and the type of exposure.

Standard precautions shall be used to prevent exposure to blood borne diseases when handling all contaminated equipment/items. Gloves shall be worn when handling items soiled with blood and/or

body fluids. Hands shall be washed before and after visiting each Beneficiary and when gloves are removed. Contaminated equipment shall be separated from clean equipment.

The Contractor's warehouse shall have clearly labeled contaminated and clean storage areas marked off with tape. Contractor is required to have a procedure that shall meet Joint Commission Standards or equivalent for handling the pick-up of dirty equipment.

21. DME Checklist and Patient Rights Document

The Contractor is required to issue a DME Check List, and Patients' Rights and Responsibilities Document-(Attachment 1 and 4) at the time of each delivery to each VA Beneficiary. These documents serve as a place to document VA Beneficiary signature of receipt of items being delivered, receipt of manufacturer's written instruction-in-use, and understand how to safely use and care for the equipment. The DME Checklist shall include information to the VA Beneficiary regarding procedures to follow in order to contact the VA in the event emergency services are needed in relationship to the delivered equipment. One copy of the DME Checklist and Patients' Rights and Responsibilities document shall be left with the VA Beneficiary. The Contractor shall provide a signed copy of the DME Checklist to the VA Purchasing Agent who placed the order within 3-business days of completion of work. The Contractor shall review the patient rights document with all delivery, set-up, and repair personnel to help ensure these rights are honored. These patient-signed documents shall not be made available to other organizations and the public unless authorized by the Contracting Officer in accordance with the Freedom of Information Act. This service is included in this contract at no additional charge to the VA.

22. Reports

(a) VA Quality Control and Patient Survey

The contractor shall have an on-going VA-specific Quality Control (QC) program designed to objectively and systematically monitor and evaluate the quality of the DME services provided to Veterans, identify and resolve problems and pursue opportunities to improve DME services for Veterans.

A DME Customer Satisfaction Survey (Attachment 5) shall be provided to each patient served along with an envelope addressed to the COR. When the COR receives the information, it will be reviewed, noting any negative comments, and then it shall be forwarded to the Contractor who shall keep track of the results for each site and provide the data, trends, and comments, in a format provided by the VA.

A quarterly summary of the QC Program and VA Patient Survey shall be submitted to the COR by the fifth workday of each new quarter. Quarters begin on October 1; January 1; April 1; and July 1 of each year.

(b) Monthly Inventory Report

Contractor shall establish and maintain a system of control to protect and preserve all Government property. A monthly inventory of equipment in storage shall be submitted to the COR. Monthly inventories must be submitted via e-mail to the COR or designee on or before the 5th workday of each month. This inventory shall include the item description, quantity of items, serial numbers (if applicable) and conditions thereof.

(c) Timeliness Report

The contractor shall provide the COR at each facility served a monthly timeliness report approved by the COR. The report shall show the purchase order #, date received, type of service (delivery/pick-

up/repair), date delivery or repair was completed. The report shall include a monthly trend graph that depicts the timeliness of service by month and facility.

The timeliness report and graph shall be provided to the COR electronically, by the 5th work day of each month.

(d) Joint Commission Compliance Report

Non Joint Commission (JC) accredited contractors shall be required to provide comprehensive monthly reports, approved by the VA, throughout the duration of the contract with specific documentation for each JC standard showing they are in 100% compliance with each and every applicable JC standard. This report shall be provided to the COR electronically, by the 5th work day of each month. Joint Commission Standards can be found at <http://www.jointcommission.org/>.

23. Acceptable Service, Reporting Systems and Quality Control

The Contractor agrees to maintain acceptable service, reporting systems and quality control that meets the level of Joint Commission Standards. Failure to comply with the specified terms and conditions and/or adverse reports from external monitoring agencies that indicate poor quality of care may be grounds for termination of the contract. E-mail and overnight mail notification shall be provided to COR regarding any adverse action by a regulatory agency.

24. Bereavement

The Contractor shall establish a written policy detailing how employees are to approach and deal with bereaved family members when picking up or delivering equipment for a deceased beneficiary. This plan shall include provision of training to all employees who work with veterans and/or their families. The COR shall review and approve the policy and training plan prior to implementation by the Contractor.

25. Public Key Infrastructure

Contractor must have Public Key Infrastructure (PKI capability). This is a combination of hardware, software, policies and administrative procedures that provide a framework to use PKI cryptography to transfer sensitive data in a secure confidential manner.

26. Fire / Safety Codes

The contractor shall meet all Federal, State, and local fire and life safety codes.

27. Emergencies and Back-Up System

The contractor shall have a well-established communication system, providing 24-hour a day emergency services and the ability to provide services at the beneficiary's home within a maximum of 4-hours of notification.

The Contractor shall have an emergency preparedness plan in place designed to provide the appropriate continuing level of care and support in the event of an unexpected interruption to VA beneficiary services. A copy of this plan must be submitted to the VA and approved prior to implementation of contract services.

28. Billing

The Contractor shall prepare and submit a proper invoice in arrears to the authorizing PSAS agent and/or Contracting Officer. Contractor shall not bill VA until authorized delivery/set-up and repairs are complete. VA shall not pay for unauthorized repairs.

Authorization shall be provided to the Contractor with a Purchase Order, which may have Government purchase card information. If the purchase card information is not included, the Contractor is to contact the authorizing agent for that information upon completion of the work. This purchase card information shall only be used by the Contractor for that particular authorization. Under no circumstance shall the Contractor retain any Government Purchase Card information, for future authorizations.

Invoices will be provided to the authorizing agent via secure email or fax within 2 work days (48 hours), of charging the purchase card.

The labor rate for repairs pertains to equipment purchased by PSAS for Veteran's use.

This rate is NOT to be used for any requested equipment set-ups or pick-ups as these are a flat fee and no additional labor charge is permitted unless the setup is more complex and will require pre-authorization by the PSAS authorizing agent.

The routine rate shall be used for routine repairs that need to be completed within 3-business days. The emergency rate shall be used for emergency repairs that need to be completed within 4-hours of request.

A report of outstanding unpaid or incomplete jobs will be submitted via e-mail to the COR, Purchasing Agent, and/or Contracting Officer on or before the 5th workday of each month.

29. Proper Invoice

Invoices submitted for payment of services provided under this contract must contain identification of the ordering facility and other substantiating documentation or information as required by the contract. Attached to each invoice will be a completed Delivery Ticket, signed by the Veteran.

The consolidated invoice shall include:

1. Patient Name
2. Date of Performance
3. Point of Origin and Destination
4. Description and Condition (new or used) of item delivered/picked-up/repaired
5. Serial number (if applicable)
6. HCPC Code of service or item
7. Charges assessed for this service
8. Purchase Order Number assigned by Purchasing Agent
9. Quote Number for repair (if applicable)
10. Invoice Number

30. Payment

Payments may be made by a PSAS agent, and/or Contracting Officer using either the Government Purchase Card and/or purchase order depending on the invoice amount.

Vendor shall have level II credit card equipment capable of showing appropriate VA assigned Purchase Order number in each charge processed for payment. Charge for each purchase order shall be processed individually; utilizing the provided purchase card account number, referencing the VA assigned Purchase Order number.

1. GENERAL

Contractors, contractor personnel, subcontractors, and subcontractor personnel shall be subject to the same Federal laws, regulations, standards, and VA Directives and Handbooks as VA and VA personnel regarding information and information system security.

2. ACCESS TO VA INFORMATION AND VA INFORMATION SYSTEMS

- a. A contractor/subcontractor shall request logical (technical) or physical access to VA information and VA information systems for their employees, subcontractors, and affiliates only to the extent necessary to perform the services specified in the contract, agreement, or task order.
- b. All contractors, subcontractors, and third-party servicers and associates working with VA information are subject to the same investigative requirements as those of VA appointees or employees who have access to the same types of information. The level and process of background security investigations for contractors must be in accordance with VA Directive and Handbook 0710, *Personnel Suitability and Security Program*. The Office for Operations, Security, and Preparedness is responsible for these policies and procedures.
- c. The contractor or subcontractor must notify the Contracting Officer immediately when an employee working on a VA system or with access to VA information is reassigned or leaves the contractor or subcontractor's employ. The Contracting Officer must also be notified immediately by the contractor or subcontractor prior to an unfriendly termination.

3. VA INFORMATION CUSTODIAL LANGUAGE

- a. Information made available to the contractor or subcontractor by VA for the performance or administration of this contract or information developed by the contractor/subcontractor in performance or administration of the contract shall be used only for those purposes and shall not be used in any other way without the prior written agreement of the VA. This clause expressly limits the contractor/subcontractor's rights to use data as described in Rights in Data - General, FAR 52.227-14(d) (1).
- b. VA information should not be co-mingled, if possible, with any other data on the contractors /subcontractor's information systems or media storage systems in order to ensure VA requirements related to data protection and media sanitization can be met. If co-mingling must be allowed to meet the requirements of the business need, the contractor must ensure that VA's information is returned to the VA or destroyed in accordance with VA's sanitization requirements. VA reserves the right to conduct on site inspections of contractor and subcontractor IT resources to ensure data security controls, separation of data and job duties, and destruction/media sanitization procedures are in compliance with VA directive requirements.
- c. Prior to termination or completion of this contract, contractor/subcontractor must not destroy information received from VA, or gathered/created by the contractor in the course of performing this contract without prior written approval by the VA. Any data destruction done on behalf of VA by a contractor/subcontractor must be done in accordance with National Archives and Records Administration (NARA) requirements as outlined in VA Directive 6300, *Records and Information Management* and its Handbook 6300.1 *Records Management Procedures*, applicable VA Records Control Schedules, and VA Handbook 6500.1, *Electronic Media Sanitization*. Self-certification by the contractor that the data destruction requirements above have been met must be sent to the VA Contracting Officer within 30 days of termination of the contract.
- d. The contractor/subcontractor must receive, gather, store, back up, maintain, use, disclose and dispose of VA information only in compliance with the terms of the contract and applicable Federal and VA information confidentiality and security laws, regulations and policies. If Federal or VA information

confidentiality and security laws, regulations and policies become applicable to the VA information or information systems after execution of the contract, or if NIST issues or updates applicable FIPS or Special Publications (SP) after execution of this contract, the parties agree to negotiate in good faith to implement the information confidentiality and security laws, regulations and policies in this contract.

e. The contractor/subcontractor shall not make copies of VA information except as authorized and necessary to perform the terms of the agreement or to preserve electronic information stored on contractor/subcontractor electronic storage media for restoration in case any electronic equipment or data used by the Contractor /subcontractor needs to be restored to an operating state. If copies are made for restoration purposes, after the restoration is complete, the copies must be appropriately destroyed.

f. If VA determines that the contractor has violated any of the information confidentiality, privacy, and security provisions of the contract, it shall be sufficient grounds for VA to withhold payment to the contractor or third party or terminate the contract for default or terminate for cause under Federal Acquisition Regulation (FAR) part 12.

h. The contractor/subcontractor must store, transport, or transmit VA sensitive information in an encrypted form, using VA-approved encryption tools that are, at a minimum, FIPS 140-2 validated.

j. Except for uses and disclosures of VA information authorized by this contract for performance of the contract, the contractor/subcontractor may use and disclose VA information only in two other situations: (i) in response to a qualifying order of a court of competent jurisdiction, or (ii) with VA's prior written approval. The contractor /subcontractor must refer all requests for, demands for production of, or inquiries about, VA information and information systems to the VA contracting officer for response.

k. Notwithstanding the provision above, the contractor/subcontractor shall not release VA records protected by Title 38 U.S.C. 5705, confidentiality of medical quality assurance records and/or Title 38 U.S.C. 7332, confidentiality of certain health records pertaining to drug addiction, sickle cell anemia, alcoholism or alcohol abuse, or infection with human immunodeficiency virus. If the contractor/subcontractor is in receipt of a court order or other requests for the above mentioned information, that contractor /subcontractor shall immediately refer such court orders or other requests to the VA contracting officer for response.

l. For service that involves the storage, generating, transmitting, or exchanging of VA sensitive information but does not require C&A or an MOU-ISA for system interconnection, the contractor/subcontractor must complete a Contractor Security Control Assessment (CSCA) on a yearly basis and provide it to the COTR.

4. SECURITY INCIDENT INVESTIGATION

a. The term "security incident" means an event that has, or could have, resulted in unauthorized access to, loss or damage to VA assets, or sensitive information, or an action that breaches VA security procedures. The contractor/subcontractor shall immediately notify the COTR and simultaneously, the designated ISO and Privacy Officer for the contract of any known or suspected security/privacy incidents, or any unauthorized disclosure of sensitive information, including that contained in system(s) to which the contractor/subcontractor has access.

b. In instances of theft or break-in or other criminal activity, the contractor/subcontractor must concurrently report the incident to the appropriate law enforcement entity (or entities) of jurisdiction, including the VA OIG and Security and Law Enforcement. The contractor, its employees, and its subcontractors and their employees shall cooperate with VA and any law enforcement authority responsible for the investigation and prosecution of any possible criminal law violation(s) associated with any incident. The

contractor/subcontractor shall cooperate with VA in any civil litigation to recover VA information, obtain monetary or other compensation from a third party for damages arising from any incident, or obtain injunctive relief against any third party arising from, or related to, the incident

5. LIQUIDATED DAMAGES FOR DATA BREACH

a. Consistent with the requirements of 38 U.S.C. §5725, a contract may require access to sensitive personal information. If so, the contractor is liable to VA for liquidated damages in the event of a data breach or privacy incident involving any SPI the contractor/ subcontractor processes or maintains under this contract. However, it is the policy of the VA to forgo collection of liquidated damages in the event the contractor provides payment of actual damages in the amount determined to be adequate by the agency.

b. Each risk analysis shall address all relevant information concerning the data breach, including the following:

(1) Nature of the event (loss, theft, unauthorized access);

(2) Description of the event, including:

(a) date of occurrence;

(b) data elements involved, including any PII, such as full name, social security number, date of birth, home address, account number, disability code;

(3) Number of individuals affected or potentially affected;

(4) Names of individuals or groups affected or potentially affected;

(5) Ease of logical data access to the lost, stolen or improperly accessed data in light of the degree of protection for the data, e.g., unencrypted, plain text;

(6) Amount of time the data has been out of VA control;

(7) The likelihood that the sensitive personal information will or has been compromised (made accessible to and usable by unauthorized persons);

(8) Known misuses of data containing sensitive personal information, if any;

(9) Assessment of the potential harm to the affected individuals;

(10) Data breach analysis as outlined in 6500.2 Handbook, *Management of Security and Privacy Incidents*, as appropriate; and

(11) Whether credit protection services may assist record subjects in avoiding or mitigating the results of identity theft based on the sensitive personal information that may have been compromised.

d. Based on the determinations of the independent risk analysis, the contractor shall be responsible for paying to the VA liquidated damages in the amount of \$37.50 per affected individual to cover the cost of providing credit protection services to affected individuals consisting of the following:

(1) Notification;

(2) One year of credit monitoring services consisting of automatic daily monitoring of at least 3 relevant credit bureau reports;

(3) Data breach analysis;

(4) Fraud resolution services, including writing dispute letters, initiating fraud alerts and credit freezes, to assist affected individuals to bring matters to resolution;

(5) One year of identity theft insurance with \$20,000.00 coverage at \$0 deductible; and

(6) Necessary legal expenses the subjects may incur to repair falsified or damaged credit records, histories, or financial affairs.

6. TRAINING

a. All contractor employees and subcontractor employees requiring access to VA information and VA information systems shall complete the following before being granted access to VA information and its systems:

(1) Sign and acknowledge (either manually or electronically) understanding of and

responsibilities for compliance with the *Contractor Rules of Behavior*, Appendix E relating to access to VA information and information systems;

(2) Successfully complete the *VA Cyber Security Awareness and Rules of Behavior* training and annually complete required security training;

(3) Successfully complete the appropriate VA privacy training and annually complete required privacy training; and (4) Successfully complete any additional cyber security or privacy training, as required for VA personnel with equivalent information system access *[to be defined by the VA program official and provided to the contracting officer for inclusion in the solicitation document – e.g., any role-based information security training required in accordance with NIST Special Publication 800-16, Information Technology Security Training Requirements.]* b. The contractor shall provide to the contracting officer and/or the COTR a copy of the training certificates and certification of signing the Contractor Rules of Behavior for each applicable employee within 1 week of the initiation of the contract and annually thereafter, as required.

c. Failure to complete the mandatory annual training and sign the Rules of Behavior annually, within the timeframe required, is grounds for suspension or termination of all physical or electronic access privileges and removal from work on the contract until such time as the training and documents are complete.

7. SECURITY REQUIREMENTS FOR UNCLASSIFIED INFORMATION

The contractor, their personnel, and their subcontractors shall be subject to the Federal laws, regulations, standards, and VA Directives and Handbooks regarding information and information system security as delineated in this contract.

PART 5 – Contract Documents, EXHIBITS OR ATTACHMENTS

Attachment #1 – DME Training Checklist

Attachment #2 – Central Contractor Registration Instruction Sheet

Attachment #3 – Past Performance

Attachment #4– Patient Rights and Responsibilities (Durable Medical Equipment Program)

Part 1 – Patient Rights and Responsibilities

Part 2 – Your Responsibilities in the VA Durable Medical Equipment Program

Part 3 – Prosthetic Contacts

Attachment #5 – DME Customer Satisfaction Survey

Attachment #6 – Services that exceed 100 mile delivery zone

Attachment #7A – State of California average quantity of items in inventory by quarter

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DME CHECK LIST (Attachment #1)

Equipment repaired/provided: _____

VETERAN'S NAME: _____ Last 4 SS# _____

Date: _____ PO#: _____

TO BE SIGNED BY VETERAN/CAREGIVER

	<u>YES</u>	<u>NO</u>	<u>N/A</u>
1. Was equipment working properly at time work was completed?	()	()	()
2. Were instructions in the care and safe use of the equipment provided?	()	()	()
3. Was a receipt or delivery notice provided showing the name and telephone number of the Contractor in the event service or repairs are needed?	()	()	()
4. Were you trained in the safe use of the equipment?	()	()	()
5. Were electrical cords, plugs, etc. undamaged and a safe grounded electric outlet available? If not, was patient advised that it is his/her responsibility to ensure safe, grounded outlet is available?	()	()	()
6. HIPPA Privacy Policy provided and explained?	()	()	()
7. VA Patient Rights and Responsibilities were issued and explained?	()	()	()
8. After hours emergency contact instructions and telephone numbers provided?	()	()	()
9. Work order was signed, dated, and copy provided?	()	()	()

Level of patient/caregiver understanding: ___poor ___fair ___good ___refused training

I acknowledge the above checked items have been explained, completed and/or provided to me.

Comments: _____

Patient/Caregiver Signature Patient/Caregiver (Print) Last 4 SS# Date

Contractor Rep Signature Contractor Rep. (Print) Ph # Date

SYSTEM FOR AWARD MANAGEMENT REGISTRATION INSTRUCTION SHEET

A DUNS NUMBER, PROVIDED BY DUN & BRADSTREET (D&B), IS REQUIRED FOR REGISTRATION IN SYSTEM FOR AWARD MANAGEMENT (SAM) DATABASE. IF YOU DO NOT HAVE A DUNS NUMBER, FOLLOW THESE INSTRUCTIONS PRIOR TO ATTEMPTING TO REGISTER WITH SAM:

A contractor may obtain a DUNS number via telephone by calling Dun and Bradstreet (D&B) at **1-866-705-5711**.

ONCE YOU HAVE A DUNS NUMBER YOU MAY BEGIN IMMEDIATE REGISTRATION WITH CCR AS FOLLOWS:

Contractors are required to do the following:

- a. Access the SAM database at <https://www.sam.gov/portal/SAM/#1>
- b. Click on “Start New Registration”, “continue”, and enter your DUNS number
- c. Click on “Submit” and enter all mandatory information in the system
- d. Once the registration process is complete wait for SAM validation of the data which takes approximately 48 hours to process
- e. After validation, ensure that the information is correct and available for viewing in the SAM – **it is crucial that you ensure all of the information for your organization is correct within the SAM database.**

ATTACHMENT #3

PAST PERFORMANCE

Complete the following past performance information for your top five Department of Veterans Affairs (VA) customers. Past Performance information submitted should be for VA Medical Centers that have procured services in the past year. If your company has not sold services to VA(s), include information for 5 customers. First, provide information for any VA(s), then, information for sales to other federal government facilities (Department of Defense, Public Health, Bureau of Prisons, etc.), then, commercial customers.

1. Customer Name: _____

Point of Contact: _____

Phone Number: _____

Service(s) Provided: _____

2. Customer Name: _____

Point of Contact: _____

Phone Number: _____

Service(s) Provided: _____

3. Customer Name: _____

Point of Contact: _____

Phone Number: _____

Service(s) Provided: _____

4. Customer Name: _____

Point of Contact: _____

Phone Number: _____

Service(s) Provided: _____

5. Customer Name: _____

Point of Contact: _____

Phone Number: _____

Service(s) Provided: _____

ATTACHMENT #4 (Part 1)

PATIENT RIGHTS AND RESPONSIBILITIES DURABLE MEDICAL EQUIPMENT PROGRAM

You are eligible for VA Durable Medical Equipment. In accepting the VA's assistance with equipment and expenses you agree to the following:

Your Rights in the VA Durable Medical Equipment Program:

1. Be given information about your rights and responsibilities for receiving VA Durable Medical Equipment.
2. Be given appropriate and quality Durable Medical Equipment without discrimination against race, color, religion, sex, national origin, sexual orientation, handicap or age.
3. Be treated with courtesy and respect by all that provide Durable Medical Equipment to you under this program.
4. Be free from physical and mental abuse and neglect.
5. Be given proper identification by name and title by everyone who provides Durable Medical Equipment to you.
6. Receive a timely response regarding any request for Durable Medical Equipment under this program.
7. Be given privacy and confidentiality.
8. Voice grievances with and / or suggest changes in the Durable Medical Equipment Program and / or staff without being threatened, restrained, or discriminated against.
9. Be given information concerning the consequences of refusing treatment.
10. Refuse treatment within the confines of the law.

ATTACHMENT #4 (Part 2)

YOUR RESPONSIBILITIES IN THE DURABLE MEDICAL EQUIPMENT PROGRAM

1. Allow Durable Medical equipment personnel in your residence for scheduled appointments/deliveries.
2. Be courteous to personnel providing the Durable Medical Equipment and keep scheduled appointments with them.
3. Provide appropriate cleared space and comply with fire and safety codes/requirements so that equipment can be set up by the Durable Medical Equipment personnel and used safely.
4. Follow Durable Medical Equipment personnel verbal and written instructions in proper, safe use and maintenance of equipment.
5. Contact your local VA Prosthetics Office in the event equipment malfunctions or requires repairs during normal business hours (see telephone #s, below).
6. Durable Medical Equipment malfunction or repair issues can normally be addressed the next business day and it is less costly, for VA to do so. However, if there is an equipment malfunction emergency that occurs after normal working hours, weekends, or holidays please contact the Contractor at _____ .

**ATTACHMENT #5
SAMPLE DME SATISFACTION SURVEY
VA SIERRA PACIFIC NETWORK**

Device/Type of Service _____ **(Vendor Name)** _____
 You have recently received medical equipment contracted by the Department of Veterans Affairs. It is important that we know how you feel about the service you received. Please take a moment to fill out the following questionnaire and return it to us. Thank you for your input.

Please grade us on the following measures of service.

	Rating:				
	Excellent		Average		Poor
	5	4	3	2	1
1. The equipment and/or supplies were delivered at the agreed upon time.	5	4	3	2	1
2. The equipment and/or supplies were clean when delivered.	5	4	3	2	1
3. The equipment was set-up so that it operated properly.	5	4	3	2	1
4. Adequate instructions were given for safe use of the equipment.	5	4	3	2	1
5. The staff was courteous and helpful.	5	4	3	2	1
6. After-hour contact numbers were provided?	5	4	3	2	1
7. I would recommend your service to my friends and family.	5	4	3	2	1
8. Did the equipment/services you received meet your standards?	5	4	3	2	1

Please tell us how we can improve your safety regarding the equipment/therapy you received from our company:

Comments:

OPTIONAL: Please tell us how to contact you if you had a problem:

Name: _____ Phone Number: _____

Attachment 6

This attachment contains no text.

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EXAMPLE OF ITEMS TO BE STORED AND/OR REPAIRED

- Hospital Beds (including side rails)
- Mattresses
- Trapeze (bed mounted or free standing)
- Overhead Bed Tables
- Patient Lifts and Accessories
- Bathroom Safety Aids (commode chairs, tub benches, shower chairs, ect.)
- Portable Wheelchair Ramps
- Feeding Pumps
- IV Poles
- CCTV's
- Manual Wheelchairs
- Power Wheelchairs
- Scooters

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